

If processing is delayed beyond these time frames, requests will be reviewed and reprioritized. Some may be elevated to an "expedite status". To obtain a current copy of the special report request form (CALSTARS 92), access the DOF web page at [www.dof.ca.gov/html/calstars/forms.htm](http://www.dof.ca.gov/html/calstars/forms.htm). The form is also available in the CALSTARS Procedures Manual Volume 6, Chapter II, which may be accessed at [www.dof.ca.gov/html/calstars/cpm.htm](http://www.dof.ca.gov/html/calstars/cpm.htm).

For additional information concerning special report requests, contact the HOTLINE at (916) 327-0100, CNET 467-0100 or e-mail [HOTLINE@dof.ca.gov](mailto:HOTLINE@dof.ca.gov).

### **System Enhancements**

Many system enhancements are implemented as a result of client suggestions. The CALSTARS Suggestion Form (CALSTARS 106) may be used to submit suggestions for improvements. The mailing address, fax number and e-mail address for submitting suggestions are included on the form. The form may be completed online from the CALSTARS web page at [www.dof.ca.gov/html/calstars/forms.htm](http://www.dof.ca.gov/html/calstars/forms.htm). Receipt of suggestions will be acknowledged via e-mail, if one is provided. Suggestions that relate to current system changes are evaluated as they are received. Otherwise, CALSTARS Management will review suggestions quarterly for possible future implementation. The CALSTARS 106 is shown in Exhibit III-1.

### **Monarch Software Support**

Monarch for Windows is a PC based software program from the Datawatch Corporation. Monarch is a data access and analysis tool that can be used to read, query, filter, sort and summarize extracted data from CALSTARS Standard Reports and send that data to agency's spreadsheets, databases or word processors for further analysis and agency use. CALSTARS provides support in the purchase of Monarch and on the uses of Monarch with CALSTARS Standard Reports.

To further assist agencies, Monarch Training Classes are provided on an ongoing basis. The CALSTARS/Monarch Users Group serves as a forum for agency staff to voice comments and suggestions for further enhancement to CALSTARS. Meetings promote information sharing, user support and guidance and are held on an as needed basis.

For further information regarding this service, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the Monarch Coordinator or e-mail at [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov).

### **CALSTARS Training Classes**

CALSTARS system training is offered at no cost and consists of:

- Initial training for agencies new to CALSTARS
- Year-end training for all CALSTARS agencies
- On-going training for new or newly promoted employees in existing agencies or for employees coming from a non-CALSTARS agency.

## EXHIBIT III-1

<b>STATE OF CALIFORNIA</b> <b>CALSTARS SUGGESTION FORM</b> CALSTARS106 (REV 7/02)		<b>To:</b> CALSTARS System Support Unit Department of Finance (IMS: A-15) 915 - L Street, 7 <sup>th</sup> Floor Sacramento, CA 95814 FAX: (916) 323-4049 E-mail: calstars@dof.ca.gov		<b>(for CALSTARS use only)</b> <b>Suggestion</b> <b>Number:</b> _____  <b>E-mail acknowledgement</b> <b>sent – initials:</b> _____	
<p><i>Please complete this form for suggestions to improve CALSTARS. Receipt of suggestions will be acknowledged via e-mail, if one is provided. Please use one form for each subject; e.g.; reports (each report). Suggestions will be reviewed quarterly by CALSTARS Management for possible future implementation. However, direct feedback will not be provided as to the status or potential for implementation of each suggestion. If you have questions, please call (916) 445-0211, CNET 485-0211, extension 2811 and ask for the System Support Unit Manager or e-mail at calstars@dof.ca.gov.</i></p>					
NAME			DATE	TELEPHONE NUMBER	EXTENSION
				( ) -	
ORG CODE	DEPARTMENT		E-MAIL ADDRESS		
<b>AREA OF SUGGESTION</b>					
TABLES	YEAR-END	LABOR	PROCESSING	REPORTS	OTHER (explain)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DESCRIPTION OF CHANGE					
BENEFITS					

Each August, a COM is issued containing information about class curriculum, registration procedures and classes scheduled for the current fiscal year.

Also, information on CALSTARS training calendars, registration instructions, Training Registration form (CALSTARS 102) and class descriptions is now available electronically on the Internet. The training form has been automated and may be submitted to CALSTARS electronically. The Internet web site is:

***<http://www.dof.ca.gov/html/calstars/forms.htm>***.

### **CALSTARS News**

We recommend agency personnel read the CALSTARS News on-line daily. Agencies may request that items be placed on the CALSTARS News. Only items of interest to CALSTARS agencies will be considered. Due to space limitations, news items may be shortened.

For more information about the CALSTARS News, please call (916) 445-0211 (CNET 485-0211), Extension 2811, and ask for the CALSTARS Information Coordinator or e-mail [calstars@dof.ca.gov](mailto:calstars@dof.ca.gov). To announce job opportunities on the CALSTARS News, please fax your announcement to (916) 323-4049 (CNET 473-4049).

### **CALSTARS Manuals And CALSTARS Operations Memos (COMs)**

The CALSTARS Procedures Manual (CPM) provides guidance for the use of CALSTARS. It consists of seven volumes that are available on the Internet at [www.dof.ca.gov/html/calstars/cpm.htm](http://www.dof.ca.gov/html/calstars/cpm.htm). The CPM is updated through Transmittal Letters (TLs), which are also available on the Internet at [www.dof.ca.gov/html/calstars/transmittals/transmittals.htm](http://www.dof.ca.gov/html/calstars/transmittals/transmittals.htm).

CALSTARS Operations Memos (COMs) are also used to communicate guidelines and other useful information to agencies about CALSTARS. The information may or may not require action. Some of the COMs are added to the CPM through TLs at a later date. COMs are available on the Internet at [www.dof.ca.gov/html/calstars/coms.htm](http://www.dof.ca.gov/html/calstars/coms.htm).

## **CALSTARS On The Internet**

CALSTARS system documentation and other fiscal related information are maintained electronically on the Internet. The CALSTARS web page can be accessed at [www.dof.ca.gov/html/calstars/index.html](http://www.dof.ca.gov/html/calstars/index.html) and includes the following items:

- CALSTARS Annual Plan
- CALSTARS Operations Memos
- CALSTARS Procedures Manual
- CALSTARS Annual Reports
- CALSTARS Training Schedule
- CALSTARS forms for transaction coding, training registration, suggestions, and statewide table updates (some forms may be completed on-line and submitted electronically)
- General information on system capabilities, services and support (including training aids), agencies and contacts

Links are also provided from the CALSTARS home page to other fiscal related web pages containing:

- Uniform Codes Manual
- Manual of State Funds
- Governor's Budget
- Budget Letters
- Budget Forms
- Budget Instruction Management Memos
- Management Memos
- Finance Glossary
- Office of State Audits and Evaluations
- State Administrative Manual
- Constitution/Codes/Statutes
- Catalog of Federal Domestic Assistance

## **TECHNOLOGY SUPPORT UNIT**

### **CALSTARS Operations**

Call (916) 323-7541 (CNET 473-7541) for:

- Report inquiries -- missing, re-requesting, burping, microfiche, uploads
- ROPES printer operations -- starting, transferring, zapping reports
- Resetting an agency system controller